



27<sup>LT</sup> Collins LUXURY HOTEL  
RESIDENCES  
APARTMENTS

WHERE PARIS  
MEETS MELBOURNE



27 LT COLLINS

# Settlement Manual

# GOLDEN AGE



10<sup>th</sup> April 2014

Dear Owner

Golden Age Development Group congratulates you on the settlement of your apartment (residence) and welcomes you to 27 Little Collins, your new home located in the sought after "Paris end of Melbourne' CBD". We hope you enjoy your apartment (residence) and its convenient proximity to the best theatres, restaurants, cafés, bars, boutiques and sporting venues that Melbourne has to offer.

On the following pages is some important information about the maintenance of your apartment (residence), plus some details of key aspects to your rights and obligations of living in the 27 Little Collins community that will assist you to enjoy your home to its fullest. Please take some time to read over these carefully.

If you have any further questions about these rules, please contact your Owners Corporation directly.

*Owners Corporation Details:*

*Engine Property Group*

Email [reception@enginepropertygroup.com.au](mailto:reception@enginepropertygroup.com.au)

Phone 1800 ENGINE (1800 364 463)

Again, we warmly welcome you to 27 Little Collins and hope you enjoy everything that your new home and its surrounds have to offer.

Yours truly,

Golden Age Development Group



SHERATON MELBOURNE HOTEL  
27 Little Collins Street, Melbourne  
VIC 3000, Australia

t — 03 9290 1000  
f — 03 9290 1001

[sheraton.com/melbourne](http://sheraton.com/melbourne)



**Stay, connect and play at the Paris end of Little Collins Street – Sheraton Melbourne Hotel.**

We are delighted to welcome you to 27 Little Collins St, Melbourne and look forward to having you as our guest.

Conveniently located within the same complex the Sheraton Melbourne Hotel comprises of 174 Guest rooms including 11 Terrace Suites making it the perfect option should you require accommodation for yourself, colleagues, family or friends.

Guest room reservations can be made directly with the hotel by calling (03) 9290 1046 or [res.sheratonmelb@sheraton.com](mailto:res.sheratonmelb@sheraton.com)

Recreation facilities for hotel guests or recreation members include Sheraton Fitness which is accessible 24 hours per day, indoor heated lap pool, steam room and *The Spa at Sheraton Melbourne* comprising of 5 treatment rooms.

For Recreation Membership enquiries or Spa reservations please call (03) 9290 1074 or email [thespa.melbourne@sheraton.com](mailto:thespa.melbourne@sheraton.com).

Tempt your taste buds at *Little Collins St Kitchen* our bistro-style signature restaurant which offers a relaxed home away from home for guests and local visitors alike. Serving breakfast, lunch, afternoon tea, dinner and Sunday brunch from Sunday 20<sup>th</sup> April 2014. *Little Collins St Kitchen* pays homage to the grand European architecture and high-end retail outlets of neighbouring Collins Street whilst presenting an area that feels comfortable, welcoming and ultimately homely.

Open Monday to Sunday from 06.30am – 10.30pm; Sunday Brunch 11.30am – 2.30pm.

*Terrace Bar* on level three of the hotel offers an exquisite and contemporary designed outdoor setting with views overlooking Little Collins Street. Comfortable seating areas, outdoor fireplaces and carefully selected music will provide Melbourne's newest rooftop bar with a vibrant ambience in which to enjoy Melbourne's city skyline. Guests at *Terrace Bar* can choose from the extensive international wine and beer menu or enjoy one of Sheraton's signature cocktails. A mouth-watering array of tapas-style culinary treats is also available.

*Terrace Bar* is open Tuesday to Saturday evenings from 4.30pm – late.

For Dining reservations please call (03) 9290 1000.

Please visit [sheraton.com/melbourne](http://sheraton.com/melbourne) for further information and special offers.

We look forward to welcoming you to Sheraton Melbourne Hotel.

Warm Regards,



Hal Philp  
General Manager

## Contents

1	INTRODUCTION .....	3
1.1	APARTMENT KEYS .....	3
1.2	OWNERS CORPORATION DETAILS.....	3
1.3	REPORTING COMMON AREA MAINTENANCE ITEMS.....	4
1.4	BUILDING MANAGER DETAILS .....	5
1.5	MAILING ADDRESS .....	6
1.6	EMERGENCY CONTACT NUMBERS.....	6
2	MOVING IN.....	7
2.1	GUIDELINES FOR RESIDENTS MOVING IN OR VACATING .....	7
2.3	USING LIFT FOR TRANSPORTATION OF FURNITURE .....	9
2.4	ELECTRICITY CONNECTION.....	10
2.5	GAS CONNECTION AND SUPPLY.....	10
2.6	WATER SUPPLY CONNECTION.....	10
2.9	TELEVISION.....	11
2.10	NATIONAL BROADBAND NETWORK AND TELEPHONE .....	11
2.11	BUILDING AND COMMON CONTENTS INSURANCE .....	11
3	WARNINGS AND SAFETY INFORMATION .....	13
3.1	SMOKING .....	13
3.2	SAFE APARTMENT LIVING .....	13
3.3	EMERGENCY SERVICES.....	13
3.4	FIRE AND EVACUATION PROCEDURES.....	13
4	BUILDING FEATURES AND LAYOUT .....	14
4.1	PEDESTRIAN ACCESS .....	14
4.2	SECURITY INTERCOM/ACCESS SYSTEM.....	15
4.3	KEYS AND PROXIMITY READER REGISTER.....	17
4.5	FIRE STAIRWELL.....	17
4.6	MAIL COLLECTION .....	18
4.7	RUBBISH DISPOSAL – GARABAGE AND RECYCLING CHUTES .....	18
4.8	DELIVERIES .....	19
4.9	TRADESMEN/CONTRACTORS.....	19

5	OPERATING AND CARING FOR YOUR APARTMENT .....	20
5.1	KITCHEN APPLIANCES.....	20
5.2	SERVICES AND SYSTEMS.....	21
5.3	FITTINGS AND FIXTURES – CARE AND MAINTENANCE .....	23
6	APPENDIX A – FINISHES, FIXTURES AND FITTINGS SCHEDULE.....	26
	GENERAL .....	26
	KITCHEN FITTINGS.....	26
	KITCHEN JOINERY .....	27
	BATHROOM AND LAUNDRY FITTINGS .....	27
	ACCESSORIES.....	28
	TAPWARE .....	28
	FLOOR COVERINGS.....	30
	ELECTRICAL.....	31
	HEATING/COOLING .....	31
	PAINT SELECTION .....	31
7	APPENDIX B – INSTRUCTIONS AND WARRANTIES .....	32

## 1 INTRODUCTION

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This manual provides you, the occupier, with important information about your apartment. Details are included for the connection of your apartment to various utilities to ensure continued supply. Emergency contact information is also provided as well as finishes, fixtures and appliance specifications.

Basic operating instructions and maintenance requirements are included in Section 5. A full copy of the appliance instruction booklets and warranty certificates are included in the appendices.

The Defect Liability Period for your apartment is 3 months, commencing from the date of occupancy of the building. To report private lot defects that may arise during the Defect Liability Period, you will need to contact the representative from Equiset Construction Melbourne who will contact you to agree a convenient time with you to obtain access to your property to complete any remaining items.

Contact details of the representative from Equiset Construction Melbourne shall follow shortly and be advised to occupiers via mail.

Please ensure that you have read the Owner's Manual before sending a defect request to either Equiset Construction Melbourne or the Owners Corporation. Please also note that inspections for false alarms may attract a callout fee.

The information contained within this document is provided to help you move in, operate and enjoy your new apartment.

The manual has been broken up into separate sections including WARNINGS AND SAFETY INFORMATION. It is very important that you read this section.

### 1.1 APARTMENT KEYS

At Settlement your Conveyance representation will be provided a pack which shall include the following:

- 2 x front door apartment key.
- 2 x Fob security tags with ID numbers.
- 2 x letter box keys with ID numbers.

### 1.2 OWNERS CORPORATION DETAILS

Engine Property Group has been appointed as the Owners Corporation Manager for 27 Little Collins.

Key functions of the Owners Corporation include:

- To manage and administer the common property
- To repair and maintain the common property

Contact Details are:

**Phone:** 1800 364 463 (General, 9am – 5pm Monday to Friday)

**Address:** Suite 201 / 126 Wellington Parade, East Melbourne 3002

**Mailing Address:** PO Box 589 East Melbourne 8002

**Email:** [reception@enginepropertygroup.com.au](mailto:reception@enginepropertygroup.com.au)



As the Owners Corporation Manager, Engine Property Group will attend to the financial, levies, facilities management, administrative, insurance and legislative requirements for 27 Little Collins in accordance with the Owners Corporation Act 2006, Owners Corporation Regulations 2007 and Special Rules of the Owners Corporation.

Office hours are 9am to 5pm Monday to Friday and after hours for emergencies only.

Please contact the Owners Corporation Manager with any queries relating to the common areas of the building.

The Owners Corporation appoints and oversees the Building Manager.

Please contact the Owners Corporation to obtain a copy of the Owners Corporation Rules, which outline Owner and Occupier governing rules and responsibilities.

Owners and Occupiers must at their own expense comply at all times with the laws relating to their Lot including without limitation any requirement, notice and order of any governmental authority.

An Owner must strictly comply with all of the Rules and must ensure that the Owners guests or any occupier of the Owners Lot strictly complies with all of these Rules. The Owners Corporation Committee may at any time issue further requirements, instructions, directions or guidelines for Owners and Occupiers either pursuant to any of the Rules or for the purpose of giving effect to the object of any of these Rules.

Owners and Occupiers must strictly comply with and must ensure that all guests strictly comply with any such further requirements, instructions, directions or guidelines issued by the Owners Corporation Committee from time to time.

### **1.3 REPORTING COMMON AREA MAINTENANCE ITEMS**

Complaints concerning the common areas of the building or resident's behaviour in the common areas should be made in writing to the Building Manager.

This can be e-mailed or provided in hard copy to the Building Manager or Owners Corporation Manager.

To report any common area maintenance items, please undertake the following measures:

1. Contact the Building Manager on 0499 800 240 or [bm@27littcollins.com.au](mailto:bm@27littcollins.com.au)
2. Lodge a maintenance Ticket to the Engine Maintenance & Help desk via the Engine Property Group Website ([www.enginepropertygroup.com.au](http://www.enginepropertygroup.com.au))
3. Contact the Owners Corporation Service & Maintenance desk on 1800 364 463

Please include the following information as part of your maintenance report:

- Name and contact number
- Apartment number
- A detailed description of the maintenance item with photos if possible

#### 1.4 BUILDING MANAGER DETAILS

A full-time Building Manager has been employed on site for the management of day to day activities including cleaning and facilities management of the common property areas.

The Building Manager will coordinate moving in/out and provides a building induction upon moving in for all residents.

The Building Manager of 27 Little Collins is a contact point for all owners and residents, Monday – Friday, 8.00am to 4.30pm (A/H for Emergencies only)

The Building Manager can be contacted by:

**Mobile Phone:** 0499 800 240

**Email:** [bm@27lcollins.com.au](mailto:bm@27lcollins.com.au)

The Building Manager will provide the following services on site:

- Overall building management
- Caretaking/operational cleaning – presentation of common areas
- Overseeing overall facilities management function, including specialist cleaning
- Waste management
- Monitoring behaviour and regulation of Owners Corporation Rules
- Monitoring CCTV footage
- Capturing and dealing with complaints in conjunction with the OC Manager
- Overseeing and maintaining amenities
- General maintenance of common areas (including all amenities)
- Liaising regarding maintenance and defects for common areas
- Move-in and move-out bookings
- Carrying out building inductions
- Log and manage common area maintenance issues
- Contractor sign-in
- Registers
- Liaison for replacement of keys and proximity tags
- Common area lighting maintenance
- Essential Fire and Safety Services Management

The Building Manager has the following forms for completion:

- Owners Corporation Complaint form – Lot Owners.
- Form of Indemnity (required to be completed for all move-in/move-out)
- Induction checklist (required to be completed for all move-ins)
- Occupier/new tenant information (to be completed by all new occupiers/tenants)
- Contractor sign-in form (to be completed by all contractors prior to commencing work on site)
- Additional keys and security fobs request form
- Incident Report forms



## 1.5 MAILING ADDRESS

For apartments in 27 Little Collins, your mailing address is your 'Unit' followed by '27 Little Collins Street, Melbourne.

For example if you live in Apartment 1501, your mailing address will be;

***Unit 1501, 27 Little Collins Street, Melbourne, Vic, 3000***

## 1.6 EMERGENCY CONTACT NUMBERS

Please note that an emergency is a situation endangering life, injury or damage to people and or property.

SERVICE	COMPANY	TELEPHONE
FIRE, POLICE, AMBULANCE	EMERGENCY SERVICES	000
BUILDING MANAGER	FACILITY MANAGEMENT 1 PTY LTD	0499 800 240
OWNERS CORPORATION	ENGINE PROPERTY GROUP	1800 364 463
PASSENGER LIFT	KONE LIFT SERVICES	Press Emergency Call Button in Lift
PLUMBING	Collingwood Building Services Pty Ltd	03 9419 2833
LOCKSMITH	Omega Corporate Security	03 9689 3488
ELECTRIAN	Road Runner Electrics P/L	0418 383 196

**PLEASE NOTE, TRIVIAL MATTERS, FALSE OR NON-EMERGENCY CALLOUTS WILL BE CHARGED TO YOU DIRECTLY.**

- For all maintenance or general enquiries, please contact the Building Manager.
- For ongoing enquiries after expiration of warranty period, all tenanted properties should contact their respective rental agent.
- For After Hours Emergencies – please contact Engine Property Group on **1800 364 463** and follow the prompts to direct your enquiry to the afterhours electrician and/ or plumber. Please note these services may incur a fee directly to the residents for false call outs and/or private lot issues.

**PLEASE CHECK YOUR CIRCUIT BREAKERS PRIOR TO CALLING THE ELECTRICIAN.**

## 2 MOVING IN

### 2.1 GUIDELINES FOR RESIDENTS MOVING IN OR VACATING

#### DEFINITIONS

A **move** is deemed to be where furniture or boxes are transferred to or from a place of occupancy. Controlled access and protective measures are required to protect common property against damage and unauthorised entry. All goods shall enter and exit the building via the basement, & or service corridor.

A **delivery** of goods is deemed to be one-off in nature, where the delivery is of one or two items. The delivered goods are to be transferred, under the supervision of an occupier or a designated person, through the basement. Protective measures may not be required, please check with building management. The occupier is responsible for inward deliveries through the basement.

The **path of travel** for moves or deliveries is a designated path allowing for the orderly and efficient transfer of goods through the building. The Manager shall demonstrate the path of travel through the basement to or from the place of occupancy to those parties involved.

An **indemnity form** is to be completed prior to commencement of a move and/or delivery. This form shall protect and identify parties when damage occurs in common property during a move. The Owners Corporation reserves the right to recover costs of repairs.

**Storage Facilities** assigned to private lots are deemed to be an extension of that lot and therefore private property. Security of goods within these storage areas is the sole responsibility of the owner or occupier.

A **Risk Assessment** for moves is the occupier or their nominated party ensuring that their methods for moving are safe.

**Shared Pedestrian Areas** are areas where both pedestrian access and vehicle access co exist. It is highly important for all parties to be aware of and be safe when using these areas to avoid injury.

**Vehicle Access;** Any vehicle and or delivery must enter the property via the resident entry on Coates lane. Path of Travel to unloading zone is as directed by the Manager or nominated representative. Path of travel advisements must be adhered to at all times.

**Distance from Main Entry** to lifts needs to be assessed when moving goods to ensure parties understand distances required to move items and safe paths of travel.

Distance from Entrance Lift	
Passenger Lift	10m

**Lift Dimensions** need to be assessed when moving goods to ensure they will be able to be moved with no damage to the lift car. Dimensions of lifts are below:

Passenger Lift	Dimension
Car internal height	2700mm
Car Internal Width	1350mm
Car internal depth	2000mm

#### GUIDELINES

It is a firm requirement that a move be booked and confirmed with the onsite manager prior to making any move arrangements.

- a) After confirmation of settlement and prior to your occupancy date, you must contact the Manager to arrange a booking time for your move. The Manager can be contacted on 0499 800 240 or [bm@27lcollins.com.au](mailto:bm@27lcollins.com.au).
- b) Moves and/or deliveries are permitted Monday – Friday as specified by the onsite Building Manager. Please contact the Building Manager to arrange your move and delivery booking.

**Moves shall not be permitted unless the Manager has confirmed a booking.** It is advisable to book in advance and consider allowing at least 2 working days.

**Moves are not permitted on Saturday, Sundays or public holidays at any time; subject to clause c).**

- c) **All deliveries and/or Moves shall enter the building via the Resident entrance off Coates Lane.** Deliveries and/or Moves may be approved during the initial settlement period on Saturdays between **6.00am -9.00pm** to help facilitate additional Moves and/or Deliveries. Prior arrangement and approval from the Manager is required prior to commencement.
- d) Moving vehicles must enter via Coates Lane and park as designated or directed by the Manager.
- e) Items are to be unloaded and stacked as directed by the Manager and then, once available, moved to the advised lift for delivery to the apartment.
- f) The Manager shall explain access details and arrange to meet all parties at the building point of access.
- g) The Occupier shall provide the Manager with a copy of the removalist's **Public Liability Insurance Policy** prior to commencement of the move; it is recommended the occupier request this information when booking a removalist. This may be emailed through to the Manager; email address [bm@27lcollins.com.au](mailto:bm@27lcollins.com.au). It is the occupier's responsibility to ensure these details are provided.

**This is a Public Liability risk issue - insurance protects all parties.**

- h) The Manager shall request the occupier complete and sign an Indemnity Form prior to the move commencing; this is a procedural requirement to assist the Owners Corporation to identify and recover costs due to accidental damage.
- i) Vehicles must not obstruct the car park entry and must be parked in an approved areas; the Manager can assist in this matter.
- j) Furniture or goods on trolleys must not be brought through the front entrance foyers on Little Collins Street. All goods are to be moved via the resident entrance off Coates Lane. Furniture may only be moved into a lift when the protective covers are fitted.
- k) To facilitate loading and unloading of the furniture etc. to and from the lifts, the Manager shall lock out one lift for use of the move.
- l) Furniture or goods must not be stacked or placed against the lift doors, or common area walls.
- m) Please encourage your Removalist to take cardboard boxes and packaging away with them. Due to the amount of waste generated from a move, the occupier shall be responsible for the correct disposal of such waste. Any cleaning or removal costs burdened by the Owners Corporation for removal of such waste will be recovered from the lot owner.
- n) The Manager shall sign off the completed Indemnity Form and file for information.

**Occupiers are encouraged to obtain quotes from their removalist.** Occupiers are encouraged to provide the removalist with the Manager's details for consultation on building specific requirements.

Please note that your apartment may contain natural timber and or tiled flooring, due care should be taken when moving furniture to prevent damage.

We advise that these guidelines are for the benefit of all occupiers; we request all parties respect and abide by these guidelines. We also request that if you intend to rent out your property, that your Real Estate Agent is given a copy for future tenants.

**The Owners Corporation shall take appropriate action against any identified party in breach of these guidelines.**

The above guidelines are for the benefit of all owners to ensure that no damage occurs to common property.

## **2.3 USING LIFT FOR TRANSPORTATION OF FURNITURE**

Please use care when transporting furniture or bulky items through the lobbies and in the lifts. For more detailed instruction regarding use of lifts please refer to Section 4.1.

It is the occupier's responsibility to determine the size of the lift available for use of transporting goods and furniture.



## 2.4 ELECTRICITY CONNECTION

Electricity is individually metered to your apartment through a 'smart' meter, which enables remote meter reading by the service provider. Please contact your preferred electricity provider to set up an account in your/your tenants name.

Electricity is individually metered to your apartment. Supply is provided via the switchboard located within your apartment. The board is fitted with circuit breakers to each electrical circuit. These may trip out if a fault develops in an electrical appliance. Your electricity meter is located in the main service cupboard in the communal corridor on each floor

If a trip should occur, the defective appliance should be removed from the power outlet and the circuit breaker turned to the 'on' (up) position. Push the reset button on the safety switch. If the circuit breaker still trips out then an electrician should be called.

## 2.5 GAS CONNECTION AND SUPPLY

The gas meter servicing your cook top will be read by Origin Energy and billed to the Owners Corporation and will form part of your Owners Corporation fees. No other gas connection is permitted without the expressed consent of the Owners Corporation.

**Gas** consumption to your cooktop and for your hot water will be billed directly by Origin. Please contact Origin on 132 461 to set up an account for billing purposes.

To turn the gas on, open the gas isolation valve located in either the cupboard under the bench next to the cook top or microwave cupboard. For further information regarding the cook top, refer to section 6.1 for basic information or Appendix B for user manuals and warranty. For emergency service, refer to 'Emergency Numbers' in section 1.6.

## 2.6 WATER SUPPLY CONNECTION

**Water** is supplied by City West Water. It is individually metered and will be billed directly by City West Water.

Hot Water is provided through a natural gas fired central hot water system located on the roof of the building.

Each apartment has a separate hot water meter, located in the corridor ceilings at each level for water consumption billing by the gas utility.

CITY WEST WATER: 13 16 91

24 HOUR EMERGENCY: 13 26 42

### LOCATION OF STOP VALVE AND WATER METER WITHIN APARTMENTS

The water meters are located in the corridor service cupboard on your apartment floor. There are both hot and cold water isolation valves for each apartment – hot water valve is located in the corridor ceiling space in close proximity to the apartment entry door, whilst the cold water valve is located in the lobby services cupboard. Each stop valve is labelled with the appropriate apartment number.

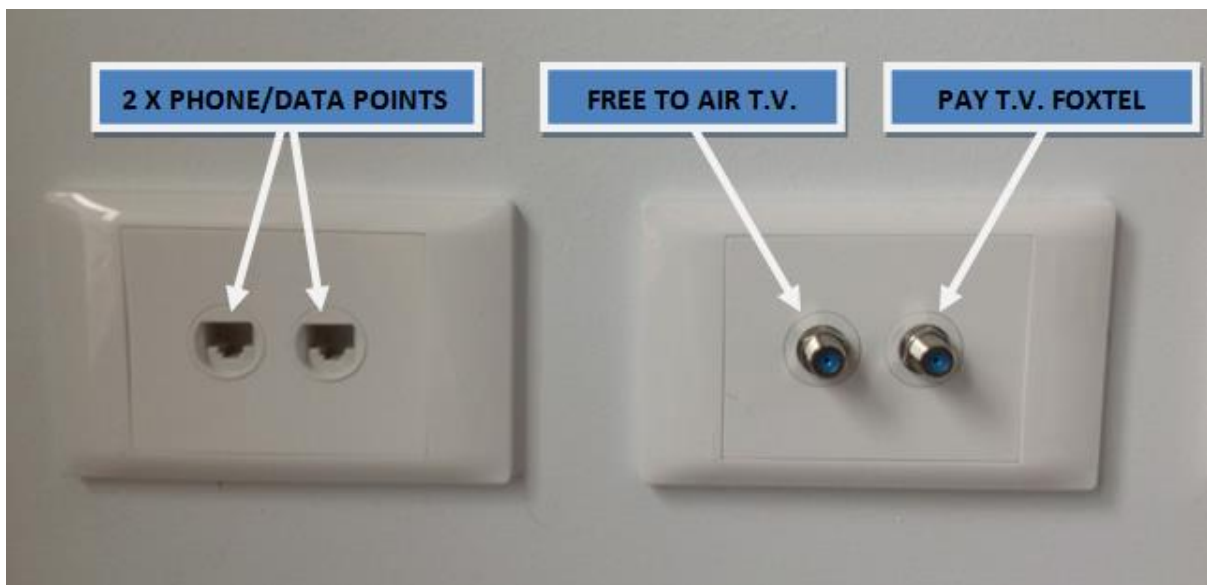
## 2.9 TELEVISION

Your apartment is provided with plug-in points connected to a “free to air” (FTA) television aerial located on the roof of the building. Your apartment also has the capacity to receive a Pay-TV service VIA a satellite system located on the roof.

In living room areas, the connection to both your FTA and Pay-TV service is on the same outlet, and data point is adjacent. This is as shown below. In each apartment, the main bedroom is provided with a FTA and data socket. The below diagram shows which socket to plug your television to pick up relevant signals.

Information, connection and fees for a Pay-TV service can be obtained directly from Foxtel.

FOXTEL: 13 19 99



## 2.10 NATIONAL BROADBAND NETWORK AND TELEPHONE

Your apartment is NBN ready. Both internet and telephone services can be obtained through the data points shown above in section 2.9. To activate these services, you must contact your preferred provider. Once activated, you can plug your telephone directly into this point or your computer for broadband internet access.

## 2.11 BUILDING AND COMMON CONTENTS INSURANCE

Please seek advice relating to insurance requirements for items, fixtures, fittings, furnishings etc. inside your apartment. The Owners Corporation provides limited insurance relating to common area building, structures and public liability only.

Please note floating floorboards are not insured under the Owners Corporation and need to be included in your contents or landlords insurance policy.



Please ensure items in your car park, storage areas are included in your insurance. These areas are specified on title and as such contents are not insured under the building insurance.

Any queries on common area insurance – please contact the Owners Corporation.

### **3 WARNINGS AND SAFETY INFORMATION**

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#### **3.1 SMOKING**

It is your choice to smoke or allow smoking within your apartment. Please be mindful of other occupiers and ensure that ashtrays on balconies are windproof so that those below are not affected by litter. Smoking is prohibited in all public and common areas, car parks, lobbies, lifts etc.

#### **3.2 SAFE APARTMENT LIVING**

For Balcony Areas, please note the following: you **MUST NOT** drop or throw any item from a balcony.

Pot plants, plastic furniture, bottles, litter and other loose items that may be wind affected should not be left on balconies.

#### **3.3 EMERGENCY SERVICES**

Emergency services can be contacted by telephoning 000 for assistance. Be prepared to identify yourself, your location, the problem and the likely emergency service required.

#### **3.4 FIRE AND EVACUATION PROCEDURES**

In the event of a fire within the building, an automatic alarm and sprinkler system will come into operation.

When you hear the alarm sound, evacuate the building immediately by the nearest emergency stair .

#### **IN CASE OF FIRE – DO NOT USE THE LIFTS**

You are advised to familiarize yourself with the emergency exits and equipment. Please refer to section 5.2 and contact the Owners Corporation for further details if required.



## **4 BUILDING FEATURES AND LAYOUT**

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This section of the manual describes arrangements at 27 Little Collins for:

- Access;
- Security and Intercom operation;
- Car Parking;
- Lifts;
- Stairwells
- Rubbish Disposal; and
- Mail Collection.

### **4.1 PEDESTRIAN ACCESS**

#### **Apartments from Levels 15 to 25**

Pedestrian access is via the lift lobbies off Coates Lane. Residents can gain access to the building swiping the access tags or remote provided at settlement on the fob readers.

#### **LIFTS**

- Lift 4 – Servicing Ground Floor and Levels 15 to 25
- Lift 5 – Servicing Basement 3, 2, 1, Ground and Levels 15 to 31

#### **Residences from Levels 26 to 31**

Pedestrian access is via the lift lobby off Coates Lane or through the main Hotel Lobby of the Sheraton Hotel. Residents can gain access to the building swiping the access tags or remote provided at settlement on the fob readers.

#### **LIFTS**

- Lift 5 – Servicing Basement 3, 2, 1, Ground and Levels 15 to 31
- Lift 6 – Servicing Basement 3, 2, 1, Ground, Hotel Levels 1 to 3 and Levels 15 to 31

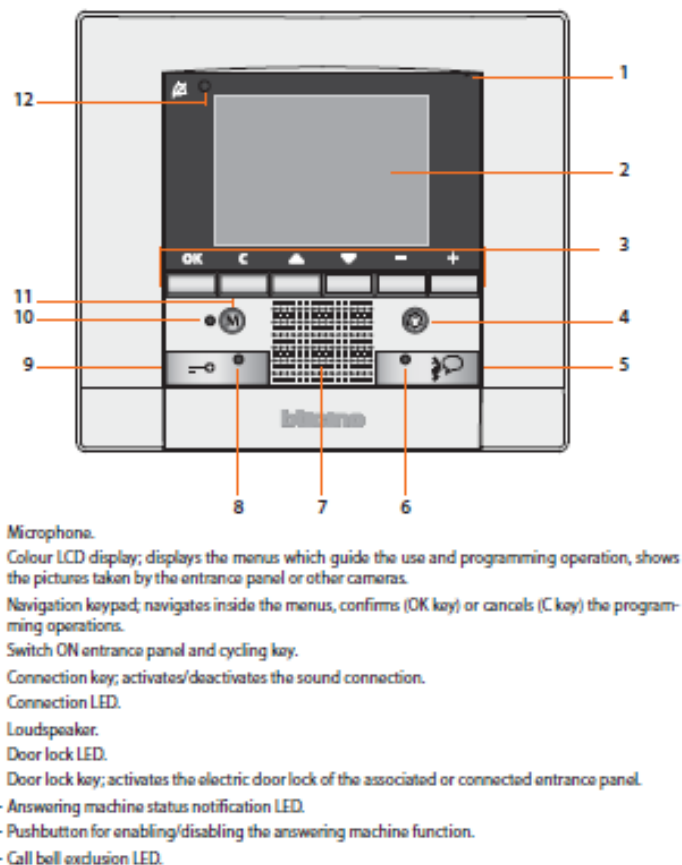
### **IMPORTANT: IN CASE OF FIRE – DO NOT USE LIFTS**

Note: Lift covers are required when moving furniture in or out of the building at any time. Please contact the building manager to obtain lift covers

## 4.2 SECURITY INTERCOM/ACCESS SYSTEM

The access control is a Concept 4000 system. Valid proximity card/device control the access to the front entry automatic sliding doors, carpark tilt door and passenger lifts.

To assist with the use of your intercom, please refer to the below diagram explaining the function of each button.



### OCCUPIER ENTRY AND EXIT

Residents gain access to the building by valid proximity card/device being presented to a proximity reader or by remote control at the car park entry door (for apartments/residences with allocated parking only). At the building entry lobby, presentation of a valid proximity card to the access reader will unlock and activate the auto sliding door to open for 5 seconds.

People exiting the building need to use the 'Press to Exit' button adjacent the lobby door.

To access the lifts, residents must once again present a valid proximity card at the reader located inside the lift. A valid read will de-secure your apartment level button for 5 seconds. You are then required to press the desired level button once your access card is read and accepted.

Care must be taken not to expose the access device to direct sunlight or placed near a magnetic source as this may result in damage.

## VISITOR ACCESS

The intercom system comprises of one main digital audio-visual entry station at each lobby, with keypad and LCD directory to communicate with the apartments. Each apartment has an bticino Sfera colour video intercom. Each receiver communicates with the visitor at the entry, can release the entry door and provides lift release facilities to the passenger lifts.

Visitors to the building are required to use the intercom located outside the main lobby to contact their desired apartment. To do this, the visitor must use the key pad to enter your apartment number. Once called, the intercom system sends an electronic tone to your apartment intercom handset.

You may answer the call by pressing the audio button and grant entry to your visitor by pressing the door release button. For your own and others security, NEVER release the door to someone you do not know. This function will unlock the entry door for approx. 5 seconds. To grant your visitor access to your apartment via the lift, press the lift release button. This will de-secure the lift car's floor button for approx. 30 seconds.

Should the visitor be unable to gain access to required level they will have to return to the front door intercom panel and start the entry process again. Please note, there is no Visitor Parking in the basement.

## VEHICULAR ACCESS AND CAR PARKING

Resident car parking is allocated within the secure undercover car park. Your entry point is via Coates Lane. Your access device will allow access to the basement car park levels via the lifts. Entry to the carpark is via valid access device whilst exiting the carpark is controlled by on site traffic management lights, ground loops and RF remote. There is no pedestrian access or egress via basement car park vehicular ramps.

#### 4.3 KEYS AND PROXIMITY READER REGISTER

KEYS	ACCESS TO THE FOLLOWING
RF REMOTE CONTROL	Undercover car parking
PROMITITY HID card	Building Foyer Entry  Lift – Access granted to level at which you live, ground floor and common areas and undercover carparking.
WINSCREEN MOUNTED TRANSPONDER	Undercover car parking
APARTMENT KEYS	Apartment door entry
MAIL BOX KEYS	Ground floor Apartment lobby mail box

All apartment entry keys, fobs, and remotes issued are controlled under a Restricted Keying System. For additional or replacement keys, you will be required to complete and provide a form to the Building Manager.

Forms can be obtained from the Building Manager.

Along with the form, the Building Manager will need to be provided with a copy of the Notice of Acquisition from your settlement.

For security reasons, orders are only accepted from the lot owner or their agent (after advice in writing), and invoices are issued to the lot concerned.

#### 4.5 FIRE STAIRWELL

The stairwells are designed for emergency access in case of a fire only. You can enter at any level and are only able to exit from basement 1 stairwell 3 leading to Little Collins Street. Break glass exit overrides are at every third level within the fire stairs but are only to be used if the exit from basement 1 stairwell 3 is inaccessible.

**Improper use of the break glass override will result in legal action against the offender.**



#### **4.6 MAIL COLLECTION**

Your mail will be delivered to a locked letterbox in the mailbox room. There are two keys to your letterbox provided in the apartment handover kit.

To order additional or replacement mailbox keys contact the Building Manager.

#### **4.7 RUBBISH DISPOSAL – GARABAGE AND RECYCLING CHUTES**

All rubbish must be disposed of in secure wrapping by taking it to the rubbish and recycling chutes. Each level has a bin chute room for residents to dispose of general waste and recycling. The refuse rooms are located near the lifts and fire stairs. All waste disposed via the chutes should be contained in tied plastic bags. Under no circumstances is rubbish to be left anywhere in the Common Property.

**WARNING – THE FOLLOWING FALLING OBJECTS IN CHUTE - DO NOT PLACE HANDS OR ARMS INTO THE CHUTE (BEYOND THE HOPPER DOOR FRAME).**

Items that can be disposed of via the garbage chute include:

- Bagged household including organic waste; and
- Non-recyclable waste.

Items that can be thrown down the recycling chute include:

- Glass bottles;
- Flattened cardboard;
- Plastic containers;
- Aluminium cans; and
- Paper.

Items that must not be thrown down either chute: include:

- Cigarette butts;
- Ignition sources or fluids;
- Items weighing over 3kg; and
- Items with a volume greater than 35cm<sup>3</sup>.

All items that cannot be thrown down the chute may be disposed of in the bin rooms located at the rear loading bay.

To dispose of waste via the hopper door to the bin chutes;

- Turn the handle and open hopper door
- Open and hold open while placing the waste inside the door
- Gently close the door and the rubbish bag will fall down the chute

Please note the following:

- Do not leave any items in front of the garbage chute – clear access to chute and emergency exit door required at all times;
- No flammable items are to be disposed of through the garbage chute or the garbage room;



- Do not under any circumstance dispose of hard rubbish, including glass, brick, crockery, appliances or similar through the garbage chute;

Residents are responsible for the disposal of hazardous/hard rubbish or large items. Please make private arrangements for disposal of these items.

Residents are also responsible for the disposal of moving-in waste, and must ensure that all rubbish is cleared from common property following a move.

#### **4.8 DELIVERIES**

All deliveries of large items must be booked with the Building Manager so that the appropriate preparations can be made, such as lift padding/protection.

#### **4.9 TRADESMEN/CONTRACTORS**

All contractors must report to the Building Manager to sign in upon arrival.

## 5 OPERATING AND CARING FOR YOUR APARTMENT

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Your apartment is your responsibility. However if an issue arises which is not referred to in this manual and it is not able to be resolved, the building manager may be able to assist. Please note that the building manager's responsibility is to manage the common property in the first instance.

### 5.1 KITCHEN APPLIANCES

Your new apartment includes high quality SMEG/Blanco/Miele/Fisher & Paykel appliances. The manufacturer's information and instruction booklets from each appliance can be found in Appendix B. For all warranty and service information, please refer to the warranty and service letter in Appendix B.

Please ensure the circuit breakers in your apartment electrical switchboard are switched to the ON position for the appropriate appliance or system. Refer to section 6.2.

#### UNDER BENCH OVEN (ELECTRIC)

Make: SMEG

Model: SA578X-9

The oven is run by electricity and is located under the kitchen bench. It is controlled via the main panel on the front of the unit. For more detailed instructions, refer to the users manual which is included in Appendix B.

#### 4 BURNER GAS COOK TOP

Make: SMEG

Model: CIR574XFFD

#### 2 BURNER GAS COOK TOP

Make: SMEG

Model: SARV532XS

Your 2 or 4 burner gas cook top is located above the oven. It is controlled via the main panel on the top of the unit (automatic igniter/switch for power is located in the cupboard with the gas isolating valve). For more detailed instructions, refer to the user's manual which is included in Appendix B.

#### RANGE HOOD

Make: SMEG

Model: PUM60X

#### RANGEHOOD

Make: Blanco

Model: BRC30X

#### Basic Range Hood Maintenance

To ensure correct operation of the range hood:

- The aluminium filter must be cleaned monthly
- Check mountings for vibrations monthly
- The aluminium duct above the filter must be cleaned once per month with soapy water to ensure no build-up of grease or fats can occur within the duct

For more detailed instructions, refer to the users manual which is included in Appendix B.

#### DISHWASHER

Make: Fisher & Paykel

Model: DD60S17

The dishwasher is located under the kitchen bench. It is controlled via the main panel on the front of the unit. (Switch and stop valve are located in the cupboard below sink). For more detailed instructions, refer to the users manual which is included in Appendix B.

## 5.2 SERVICES AND SYSTEMS

### AIR CONDITIONING

Make: Temperzone HWP Series

The air conditioning system consists of a water cooled fan coil unit located within each apartments ceiling space generally accessible via a ceiling access panel located within the apartment bathroom. Control of these systems is via a wall mounted control pad.

### FIRE ALARM SYSTEM

A fire alarm can be activated by one of the following:

- Any sprinkler head activation
- A lift lobby/common area (e.g. corridors) smoke detector activation
- Common area detectors can be activated by cigarette smoke or excessive dust

Activation of a fire alarm signal will cause the fire brigade to be called automatically.

### EVACUATION PROCEDURES

In the event of a fire alarm, a warning/alert alarm tone will sound from the speaker (located in the lift lobby area and in your apartment). This will be followed by a louder and higher pitched evacuation tone after 2-3 minutes.

Upon hearing the warning tone you should alert all occupants in your apartment. Turn off all gas and electrical appliances and prepare to leave the apartment. As soon as you are ready to leave and no later than when the evacuation tone sounds you should leave your apartment and exit the building via the fire stairs.

In the event of an emergency do not use the lifts, as they may malfunction during a fire.

### **YOU ARE ADVISED TO FAMILARISE YOURSELF WITH EMERGENCY EXITS.**

The evacuation system will be tested periodically. A voice warning will be given over the speaker prior to this taking place. The test will be carried out monthly as required by building regulations.

### FIRE SPRINKLER SYSTEM

Sprinklers are located on all levels. In the event of a fire near a sprinkler head, heat generated by the fire will cause the sprinkler to activate.

If the sprinkler is activated, a fire alarm will also be raised and the Fire Brigade will be called automatically. This will release water and flood the immediate area in the event of a fire, or if the sprinkler head is accidentally hit. The fire brigade is automatically informed if a sprinkler head is activated and will attend. Fire brigade attendance to a false alarm is charged at over \$2500 per truck. Hence, not only can it be inconvenient, it can also be expensive.



Please alert the fire brigade immediately if a sprinkler is accidentally set off, by calling 000. This may help reduce the cost of the false alarm. If you have caused a false alarm, then you will be charged for the call out cost.

Apartment owners and occupiers are not required to carry out any maintenance or servicing of sprinkler equipment. Maintenance and servicing is the responsibility of building management and/or their representatives. If a leak occurs to a sprinkler head, advise the building manager. The apartment owners and occupiers must adhere to the following:

- Utmost care should be taken not to hit a sprinkler head, particularly when installing clothes dryers and moving furniture or other equipment
- DO NOT PAINT the sprinkler heads under any circumstances.
- DO NOT HANG ITEMS from the sprinkler heads under any circumstance (e.g. Christmas decorations).
- DO NOT REMOVE sprinkler heads under any circumstances. Only qualified personnel with permission of the Owner's Corporation are to carry out work on the fire sprinkler system.
- DO NOT store materials within 500mm of any sprinkler head; this includes the sprinkler heads in the storage facilities throughout the car park. Wall mounted dryers will be within 500mm therefore do not store items above the dryer.
- DO NOT obstruct or tape over sprinkler heads

## SMOKE DETECTORS

Your apartment has been installed with a smoke detector. They are located on the ceiling in each apartment.. They are connected to a 240V power supply via your apartment switchboard with a battery back-up. If the smoke detector begins to beep at 60 second intervals, this indicates that the backup battery is low and requires immediate replacing. Backup batteries should be replaced annually.

The smoke detectors in the apartments are not linked to the common area smoke detectors. These are internal to your apartment only and if activated will not cause a general fire alarm. However you must remember that the detectors in the passageways on each level are, and accordingly at no time should you allow smoke from your apartment to enter the common passageway as they will most likely set off an alarm which will automatically call the fire brigade. In such an instance, it will be considered that you have caused the false alarm and you will be charged for the call out.

For more detailed instructions on smoke detectors, refer the user's manual which is included in Appendix B.

## HOSE REELS/FIRE EXTINGUISHERS/FIRE HYDRANTS/FIRE ESCAPE DOORS

Fire Hose Reels and/or Fire Extinguishers are located i in common area lobbies and corridors. These are clearly labelled and you should become familiar with these locations

**Hose Reels must only be used in the case of an emergency and not for washing cars etc.**

Fire Hydrants are located in stairwells and other public areas. These are for Fire Brigade use only and under no circumstance should they be used by occupiers. Activation or use of any Fire Hydrants will cause the Fire Brigade to be called.

Fire Escape Doors are clearly marked and must not be held open or obstructed in anyway.

## EXHAUST FAN SYSTEM

Your apartment is fitted with an extraction fan for the bathroom. The air is drawn through ceiling mounted grilles and is exhausted to an exterior weatherproof cowl, which is located above the window along your apartment balcony. This fan is activated when the bathroom lights are turned on. To reduce the chance of excessive moisture build up, it is recommended that you leave the exhaust fan active for several minutes after bathing or cooking and you should also ensure that windows and doors are regularly opened to avoid excessive build up of dust against seals.

To ensure correct operation of the exhaust system:

- Check air inlets for obstructions at all times
- Check for correct operation monthly

The kitchen range hood exhaust is expelled via ductwork in the ceiling void. The ductwork is exhausted to an exterior weatherproof cowl, which is located above the window of your apartment balcony. Refer to section 6.1 for information regarding the Range hood.

It is recommended to use a condenser type clothes dryer in lieu of a conventional drier. A condenser type dryer will assist in minimising any issues that may arise by using a clothes drier in tight spaces. When using a clothes drier, the bathroom exhaust fan should be kept on throughout the duration of the cycle and the cupboards/doors left open.

## SWITCHBOARD

The electrical switchboard is located within your apartment. All circuit breakers must be switched to the "ON" position to enable operation of your appliances, lights and power outlets.

## 5.3 FITTINGS AND FIXTURES – CARE AND MAINTENANCE

The following section provides a basic description of some of the materials and fixtures used in the construction of your new apartment. Basic care and maintenance requirements are also described.

### LIGHT FITTINGS

Your light fittings are fitted with light globes of an appropriate wattage rating for that fitting. Signage inside the fitting states the maximum rating for that particular fitting. It is important that the maximum wattage ratings are not exceeded otherwise overheating of the fitting may occur.

## BATHROOM PRIVACY LOCK

Your bathroom door/s have been fitted with hardware, which in an emergency can be opened from outside using a flat blade screwdriver or coin.

## CARPET

The carpet in your apartment is sourced by Omnifloor. The underlay in your apartment is heavy duty domestic Steplight Underlay. For further details and maintenance instructions please refer to the Carpet Section of Appendix B and for colour information refer to Appendix A.

## PAINTED SURFACES

Quality paints have been used in your apartment. Proper care and cleaning must be followed to ensure that the appearance and integrity of your paintwork is maintained. For the paint colour schedule, refer Appendix A.

### Cleaning Care

Soap and water. Scourers of any kind should NOT be used to remove stains to painted surfaces. Avoid using BluTac or adhesive tape on painted surfaces as it may leave stains or cause the paint to flake upon removal. For care and maintenance instructions please refer to Paint section of Appendix B.

## INTER-TENANCY WALLS

Inter-tenancy walls are not to be penetrated as this will affect the acoustic and fire integrity of the walls.

## KITCHEN AND BATHROOM CABINETS; JOINERY CABINETS

Joinery surfaces will dent or scratch if treated roughly. Particular care should be taken when moving furniture or heavy objects in the vicinity of joinery. For the paint colour schedule, refer to Appendix A. For care and maintenance instructions please refer to the Joinery Section of Section 6.3.

When opening microwave door, ensure it has been opened to 90 degrees before attempting to slide the door back into the microwave cavity. Equally ensure microwave door is fully extended prior to closing door over microwave. (Refer warning sticker affixed to back side of microwave joinery door.)

Cleaning of Internal joinery May require occasional dusting

- Do not use abrasive scourers or household cleaners as they may scratch the surface
- Remove sticky or gummy residue with warm soapy water or try rubbing with baking soda on a damp cloth or sponge
- Do not use any cleaning agents containing butylene or other harsh chemicals which may take out the pigment causing fading
- Do not use thinners

#### Cleaning of Internal joinery hardware (drawer runners and hinges)

- May require occasional dusting
- Any spills should be immediately remove with a dry or slightly damp cloth
- Do not used cleaning agents that contain solvents

#### Cleaning of powder coated Handles

- Wash with sudsy water. Rinse and wipe dry with a soft cloth or chamois
- Do not use abrasive household cleaners or steel wool on these surfaces because they may scratch.
- If there is sticky or gummy soil to remove, try rubbing with baking soda on a damp cloth or sponge, or wipe with vinegar, rinse, and buff dry.
- Strictly adhere to the manufacturer's instructions before use of any commercial cleaners.

#### GLASS, ALUMINIUM, WINDOWS AND FRAMES

Refer to Appendix B for care and maintenance instructions for your windows.

#### TILED SURFACES

Stone and ceramic tile surfaces to wet areas can be extremely slippery when wet. Please take care when moving about on tiled floors, especially when wet.

Don't use abrasive cleaners such as a powder or gritty crème as these are likely to cause minor scratching to the tile surface which may damage tile surface.

Clean tiles regularly using warm clean water and a little neutral (not acidic or alkaline) soapless household cleaner.

Tiling work must be inspected at intervals not exceeding 1 year (12 months). Should any caulking be found to have cracked, bulged and or pulled away from the surface it must be repaired immediately. Notwithstanding its visual condition, caulking should be replaced at intervals not exceeding 1 year. Any efflorescence (salting) and or dirt or plant residue should be cleaned up regularly so as not to cause damage to tile work and block drains or make water pool rather than flowing to drains.

#### STONE BENCH TOPS

Refer to the Caesar Stone Section of Appendix B for warranty, care and maintenance information.

## 6 APPENDIX A – FINISHES, FIXTURES AND FITTINGS SCHEDULE

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### GENERAL

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SMOKE DETECTORS	CLIPSAL FIRETEK SMOKE ALARM Code: 755SMA Supplied and fitted to each apartment to building requirements. (Manual included in Appendix B.)
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### KITCHEN FITTINGS

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SINK	BLANCO SINGLE BOWL UNDERMOUNT SINK 380mm x 440mm x 190mm Code: CLARON340U (Supplied by Harvey Norman)
KITCHEN TAP/SINK MIXER	CAROMA Track Sink Mixer Chrome Finish 4 star WELS, 7.5L/min (Supplied by Caroma Australia)
UNDER BENCH OVEN	SMEG 60CM ELECTRIC OVEN CLASSIC 8 FUNCTION FULLY AUTOMATIC Code: SA578X-9 Supplied by Harvey Norman (Manual included in Appendix B)
COOK TOP	SMEG 60CM GAS COOKTOP, 4 BURNER WITH FLAME FAILURE Code: CIR574XFFD Supplied by Harvey Norman (Manual included in Appendix B)
	SMEG GAS 30CM COOKTOP, 2 BURNER WITH FLAME FAILURE Code: SARV532XS Supplied by Harvey Norman (Manual included in Appendix B)

## RANGEHOOD

SMEG 60CM CONCEALED UNDERMOUNT RANGEHOOD

Code: PUM60X

Supplied by Harvey Norman  
(Manual included in Appendix B)

BLANCO 30CM WALL CANOPY RANGEHOOD

Code: BRC30X

Supplied by Harvey Norman  
(Manual included in Appendix B)

## DISHWASHER

FISHER & PAYKEL DISHDRAWER

Code: DD60S17

Supplied by Harvey Norman  
(Manual included in Appendix B)

## KITCHEN JOINERY

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### BENCH TOP

RECONSTITUTED STONE SLAB

Paris Scheme

Colour code: Jet Black - 3100

3060mmL x 1440mmW x 30mmT

OR

RECONSTITUTED STONE SLAB

Melbourne Scheme

Colour code: Snow – 2141

3060mmL x 1440mmW x 30mmT

## BATHROOM AND LAUNDRY FITTINGS

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### VANITY BASIN

CAROMA

Opal 720 wall basin left or right shelf

Left Shelf Code: 632210

Right Shelf Code: 632110

(Supplied by Caroma Australia)

### TOILET

JIKA

Lava back to wall toilet

4 Star WELS, 4.5/3L

650mmD x 820mmH

Code: 825533

(Supplied by Laufen Australia)

### SHOWER BASE

MARBLETREND

White rear outlet Slimline

900mmW x 900mmL

Code: SE26CW

(Supplied by CBS Plumbing)



BATHTUB (where supplied)	<p>Kaldewei          Bath with side overflow          White steel enamel          Model: 692          (Supplied by Bathe)</p>
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## ACCESSORIES

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SMALL TOWEL RAIL	<p>Polished Stainless Steel          Size: 300mm          Code: BA301030RD PSS          (Supplied by Impact Hardware)</p>
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LARGE TOWEL RAIL	<p>Polished Stainless Steel          Size: 600mm          Code: BA301060-RD PSS          (Supplied by Impact Hardware)</p>
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TOILET ROLL HOLDER	<p>PHOENIX RADII SINGLE TOILET ROLL HOLDER          Polished Stainless Steel          Code: BA301016RD PSS          (Supplied by Impact Hardware)</p>
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ROBE HOOK	<p>IDEAL STANDARD MOMENTS ROBE HOOK          Chrome Finish          (Supplied by Reece)</p>
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## TAPWARE

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SHOWER MIXER	<p>HANS GROHE          Metris S Single Shower Mixer Finish Set          Chrome Finish          Code: 13620180 &amp; 31661003          (Supplied by Hansgrohe Australia)</p>
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BATH FILLER	<p>HANS GROHE          Metris S Bath Filler with Diverter          Chrome Finish          Code: 31416000          (Supplied by Hansgrohe Australia)</p>
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SHOWER HEAD AND RAIL	<p>HANS GROHE          Raidance S100 Set          Code: 27882003          (Supplied by Hansgrohe Australia)</p>
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BATH SPOUT	Hansgrohe Metris S Chrome Finish Code: 31416000 (Supplied by Hansgrohe Australia)
BASIN MIXER	HANSGROHE Single Lever Basin Mixer Chrome Finish 4 Star WELS Rating, 7L/min Code: 31060000 (Supplied by Hansgrohe Australia)
WASHING MACHINE STOPS	DORF Kytin Washing Machine Set Code: 2552.04 (Supplied by CBS Plumbing)
LAUNDRY TROUGH UNIT (Where supplied)	CLARK Eureka 35L Compact Tub and Cabinet Code: 7111 873mmH x 380mmW x 606mmD (Supplied by CBS Plumbing)
BALCONY	DUBLIN TILE Colour: Medium Grey 450mmL x 450mmW (Supplied by Signorino)
INDOOR FLOOR TILES	MIMMA BLACK Paris Scheme Code: 711963 450mmL x 450mmW (Supplied by Johnson Tiles)
	MIMMA TAUPE Melbourne Scheme Code: 711966 450mmL x 450mmW (Supplied by Johnson Tiles)
WALL TILES	WARINGA SATIN WHITE RECTIFIED Paris Scheme Code: 614504 Matt finish 300mmL x 600mmW (Supplied by Johnson Tiles)

Or

WARINGA ULTRA WHITE RECTIFIED  
Melbourne Scheme  
Code: 614200  
Gloss Finish  
300mmL x 600mmW  
(Supplied by Johnson Tiles)

#### FEATURE WALL TILES

Range: AU1805  
Colour: Black  
Paris Scheme  
250mmL x 500mmW x 10mmT  
(Supplied by Floortech)

Or

Range: AU0113  
Colour: White  
Melbourne Scheme  
250mmL x 500mmW x 10mmT  
(Supplied by Floortech)

#### FLOOR COVERINGS

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##### CARPET

FELTEX CARPET  
Paris Scheme  
Range: Woven, Desiree  
Colour: 9 Carbon  
(Supplied by Feltex Carpets)

Or

FELTEX CARPET  
Melbourne Scheme  
Range: Woven, Desiree  
Colour: 4 Grise  
(Supplied by Feltex Carpets)

##### TIMBER

TASSIE OAK FLOOR BOARDS  
Paris Scheme  
112mmW x 30mmT  
Medium Grade  
(Supplied by Gunns Timber)

## ELECTRICAL

Lighting	<ul style="list-style-type: none"> <li>- General downlights throughout take a 12V 50W MR16 halogen downlight globe</li> <li>- Kitchen track lighting accepts 240V 50W MR16 halogen globe</li> <li>- Bedroom recessed ceiling lights accept a 4 pin Compact fluorescent globe 240V/50Hz 26W 3000K</li> <li>- Do not exceed the maximum wattage of light globes, as stated within the light fixture.</li> </ul>
Internet/Phone Point TV Outlet	<p>Provided to all Living Rooms. FTA and Pay TV outlet provided to Living Areas</p>

## HEATING/COOLING

Temperzone HWP Series	<p>Water cooled fan coil unit located within each apartments ceiling</p> <p>For user manuals, model and serials numbers refer to Appendix B</p>
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## PAINT SELECTION

AREA	DULUX SPEC. NO	PRODUCT	COLOUR
APARTMENT CEILINGS	PN2E1	Low Sheen Finish	Vivid White
APARTMENT WALLS	PN2E1	Low Sheen Finish	Vivid White
SKIRTINGS GENERAL	PN2E1	Gloss Finish	Vivid White
APARTMENT SIDE OF FRONT ENTRY DOORS	PN2E1	Gloss Finish	Vivid White
WHITE 2PAC JOINERY	PN2E1	2PAC PAINT FINISH Gloss Finish	Vivid White
BLACK 2PAC JOINERY	PG1.A9	2PAC PAINT FINISH Gloss Finish	Black

## **7      APPENDIX B – INSTRUCTIONS AND WARRANTIES**

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### **CONTENTS**

1	SMEG 60CM GAS COOKTOP 4 BURNER
2	SMEG 30CM GAS COOKTOP 2 BURNER
3	SMEG 60CM ELECTRIC OVEN
4	SMEG 60CM RANGEHOOD
5	BLANCO 30CM RANGEHOOD
6	FISHER & PAYKEL DISHDRAWER
7	CLIPSAL FIRETEK SMOKE ALARM
8	CAESARSTONE
9	CAESARSTONE WARRANTY
10	FELTEX CARPET
11	YUANDA GLASS
12	TEMPERZONE O&M